



Using SIP Supplementary Services

SIP supplementary services are services that you can use to enhance your telephone service. These services include call forward, call return, call forwarding and conference calling. Use the following parameters to enable and subscribe to supplementary services:

- [CallFeatures, page 5-35](#)—Use this parameter to enable desired features.
- [PaidFeatures, page 5-36](#)—Use this parameter to subscribe or unsubscribe to enabled features.
- This section contains the following topics:
 - [Changing Call Commands, page A-1](#)
 - [Cancelling a Supplementary Service, page A-1](#)
 - [Common Supplementary Services, page A-1](#)

Changing Call Commands

To change the command for a supplementary service (for example, to change ***69** to ***100**), change the context identifiers in the Call Command field on the Web configuration page. For more information, see [Chapter 6, “Call Commands.”](#)



Note

You cannot change supplementary services by means of the voice configuration menu.

Cancelling a Supplementary Service

You can deactivate some supplementary services by pressing ***70** before making a call. You can also configure your system to have services disabled by default and enabled on a call-by-call basis. Use the 32-bit Call Features plan to handle your services in this manner. For more information, see the [“CallFeatures” section on page 5-35.](#)

Common Supplementary Services

The supplementary services described in this section, and their configuration and implementation, depend on the system of the country in which the service is activated. For information about your country’s implementation of services, contact your local Cisco equipment provider.

This section contains the following topics:

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Caller ID

When the telephone rings, the Cisco ATA sends a Caller ID signal to the telephone between the first and second ring (with name, telephone number, time, and date information, if these are available).

Call-Waiting Caller ID

The Cisco ATA plays a call waiting tone, then sends an off-hook Caller ID signal to the telephone immediately after the first tone burst.

The Cisco ATA sends the name, telephone number, time, and date information, if these are available.

Voice Mail Indication

This feature allows the Cisco ATA to play an intermittent dial tone if there is a message in the user's voice mail box.

Unattended Transfer

This feature allows a user to transfer an existing call to another telephone number without waiting for the dialed party to answer before the user hangs up. Two methods exist for performing an unattended transfer:

- [Semi-unattended Transfer, page A-3](#)
- [Fully Unattended Transfer, page A-3](#)

Semi-unattended Transfer

Perform the following steps to complete a semi-unattended transfer:

Procedure

- Step 1** Press the flash button on the telephone handset to put the other party on hold and get a dial tone.
- Step 2** Dial the telephone number to which you would like to transfer the other party.
- Step 3** Wait for at least one ring and then hang up your phone to transfer the other party.
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Fully Unattended Transfer

Perform the following steps to complete a fully unattended transfer:

Procedure

- Step 1** Press the flash button on the telephone handset to put the other party on hold and get a dial tone.
- Step 2** Press **#90** (the transfer service activation code) on your telephone keypad, then enter the phone number to which you want to transfer the other party, then press **#**.
- Step 3** Hang up your phone.
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Attended Transfer

This feature allows a user to transfer an existing call to another telephone number after first consulting with the dialed party before the user hangs up. Perform the following steps to complete an attended transfer:

Procedure

- Step 1** Press the flash button on the telephone handset to put the existing party on hold and get a dial tone.
 - Step 2** Dial the telephone number to which the existing party is being transferred.
 - Step 3** When the callee answers the phone, you may consult with the callee and then transfer the existing party by hanging up your telephone handset.
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Making a Conference Call in the United States

Procedure

- Step 1** Dial the first number.
 - Step 2** When the person you called answers, press the flash or receiver button on the telephone handset. This will put the first person you called on hold and you will receive a dial tone.
 - Step 3** Dial the second person and speak normally when that person answers.
 - Step 4** To conference with both callers at the same time, perform a hook flash.
 - Step 5** To drop the second call, perform a hook flash.
 - Step 6** (Optional) To conference in additional callers, the last person called with a Cisco ATA can call an additional person, that new person can then call someone else, and so on. This is known as *daisy-chaining*.
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Making a Conference Call in Sweden

Procedure

- Step 1** Dial the first number.
- Step 2** When the person you called answers, press the flash or receiver button on the telephone handset. This will put the first person you called on hold and a dial tone will sound.
- Step 3** Dial the second person and speak normally when that person answers.
- Step 4** Perform a hook flash, then press **2** on your telephone keypad to return to the first person. You can continue to switch back and forth between the two callers.

- Step 5** To conference with both callers at the same time, perform a hook flash, then press **3** on the telephone keypad. Once you conference all three callers, the only way to drop a caller is for that caller to hang up.
- Step 6** (Optional) To conference in additional callers, the last person called with a Cisco ATA can call an additional person, that new person can call someone else, and so on. This is known as “daisy-chaining.”
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Call Waiting in the United States

If someone calls you while you are speaking on the telephone, you can answer by performing a hook flash. You cannot conference in all three callers, but the first person you called could call someone else and daisy-chain them into the conference.

When the Cisco ATA is configured to use Call Waiting by default, press ***70** on your telephone keypad to disable Call Waiting for the duration of the next call.

Call Waiting in Sweden

If someone calls you while you are speaking on the telephone, you can answer by performing a hook flash then pressing **2** on your telephone keypad, or you can conference them with the person to whom you are already speaking by performing a hook flash then pressing **3**. You can also perform a hook flash then press **3** later during the call to create a conference call.

Performing a hook flash then pressing **1** hangs up the first caller and answers the second call. If there is no answer after one minute, the caller receives three beeps and a busy signal.

To enable call waiting for Sweden, press ***43#**. When the Cisco ATA is configured to use Call Waiting by default, press **#43#** to disable Call Waiting for the duration of the next call.

About Call Forwarding

In SIP, the Cisco ATA can control call forwarding and call return.

There are three types of call forwarding:

- Forward Unconditional—Forwards every call that comes in.
- Forward When Busy—Forwards calls when the line is busy.
- Forward on No Answer—Forwards calls when the telephone is not answered after the configured period of 0-63 seconds.

You can activate only one of these services at a time.

Call Forwarding in the United States

Forward Unconditional

Press **#72** on your telephone keypad; enter the number you want to forward call to; then press **#** again.

Forward When Busy

Press **#74** on your telephone keypad; enter the number to forward the calls to; then press **#** again.

Forward On No Answer

Press **#75** on your telephone keypad; enter the number you want to forward the calls to; then press **#** again.

Cancelling Call Forwarding

To cancel call forwarding, press **#73** on your telephone keypad

Call Forwarding in Sweden

Forward Unconditional

Press ***21*** on your telephone keypad; enter the number you want to forward calls to; then press **#**. To cancel, press **#21#**.

Forward When Busy

Press ***67*** on your telephone keypad; enter the number to forward the calls to; then press **#**. To cancel, press **#67#**.

Forward On No Answer

Press ***61*** on your telephone keypad; enter the number you want to forward the calls to; then press **#**. To cancel, press **#61#**.

Forward On No Answer with a Specified Call Forward Delay

Press ***61*** on your telephone keypad; enter the number you want to forward the calls to; then press ***** and the number of seconds for the call forward delay; then press **#** again. To cancel, press **#61#** on your telephone keypad.

Call Return in the United States

Press ***69** on your telephone keypad to activate call return in the United States.

Call Return in Sweden

Press ***69#** on your telephone keypad to activate call return in Sweden.

Calling Line Identification Presentation

Calling Line Identification Presentation (CLIP) shows your identity to callers with Caller ID.

Press ***82** on your telephone keypad to activate CLIP.

About Calling Line Identification Restriction

Calling Line Identification Restriction (CLIR) hides your identity from callers with Caller ID.

Calling Line Identification Restriction in the United States

Press ***67** on your telephone keypad to activate CLIR. This feature is disabled when you hang up.

Calling Line Identification Restriction in Sweden

Press ***31#** on your telephone keypad to activate CLIR. This feature is disabled when you hang up.

